

# *Directors'* Choice

The funeral directors' answer.

***Online Monitoring***  
***USER MANUAL***

## Welcome to Online Monitoring

---

We hope you enjoy this new service. As this is a new offering, please inform us of anything you encounter, no matter how minor, so that we may improve and perfect this product for you.

This system will keep your messages for 14 days, and then automatically delete them.

## System Requirements

---

You can reach **Online Monitoring** through most Web browsers.

However, in order to get the best presentation, please make sure you use one of the following:

- ❖ Internet Explorer 7.0 (or higher versions) [[download](#)]
- ❖ Firefox 1.5 (or higher versions) [[download](#)]
- ❖ Safari 3.0.0 (or higher versions) [[download](#)]
- ❖ Chrome 2.0.0 (or higher versions) [[download](#)]

If you are unsure which Web browser or which version you currently have, or if you have difficulty upgrading your Web browser, please contact your IT personnel or Internet provider.

In order to play all the recordings, you must also have Media@Player installed on your computer. If you do not currently have it, you may access the following link for further information:

<http://www.microsoft.com/windows/windowsmedia/player/default.aspx>

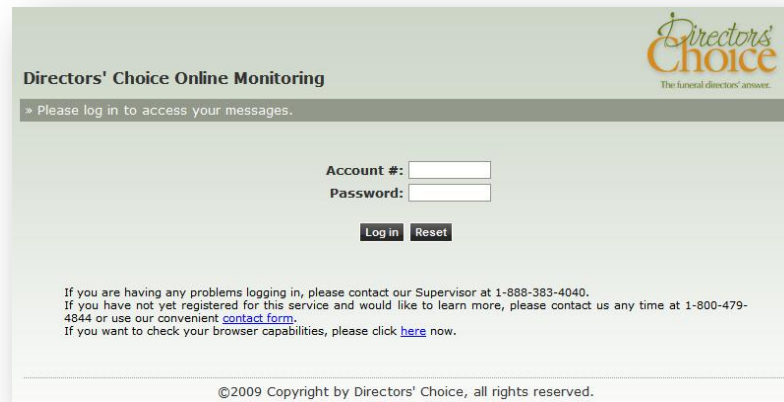
If you are still having difficulty playing recordings, please contact your IT personnel or Internet provider.

*Document revised on August 17, 2009*

## Log in

In order to access your messages, first log in to the console:

1. Open your default Web browser. In the address box, type <http://www.dchoice.com> and go to the “Client Area”; then “Click [HERE](#) to listen to your messages”. Or alternatively, in the address box, type <http://om.dchoice.com/>
2. Press “enter” and you will see the following screen:



The screenshot shows the login interface for Directors' Choice Online Monitoring. At the top right is the logo with the text "Directors' Choice" and "The funeral directors' answer." below it. The main heading is "Directors' Choice Online Monitoring". Below this is a grey bar with the text "» Please log in to access your messages." The login form consists of two input fields: "Account #:" and "Password:". Below these fields are two buttons: "Log in" and "Reset". At the bottom, there is a small text block providing contact information for login issues: "If you are having any problems logging in, please contact our Supervisor at 1-888-383-4040. If you have not yet registered for this service and would like to learn more, please contact us any time at 1-800-479-4844 or use our convenient [contact form](#). If you want to check your browser capabilities, please click [here](#) now." The footer contains the copyright notice: "©2009 Copyright by Directors' Choice, all rights reserved."

3. Fill in your “Account #” and “Password”, and then press the “Log in” button. Your account number should be your four-digit Directors’ Choice account number and your password must be a combination of letters and digits, six to eight characters long. We provide you with the initial password, which you have the option of changing. If you ever have any questions regarding your access, please contact us at **1-800-479-4844** or at [askus@dchoice.com](mailto:askus@dchoice.com).
4. Once you are successfully logged in, you will see the following screen:

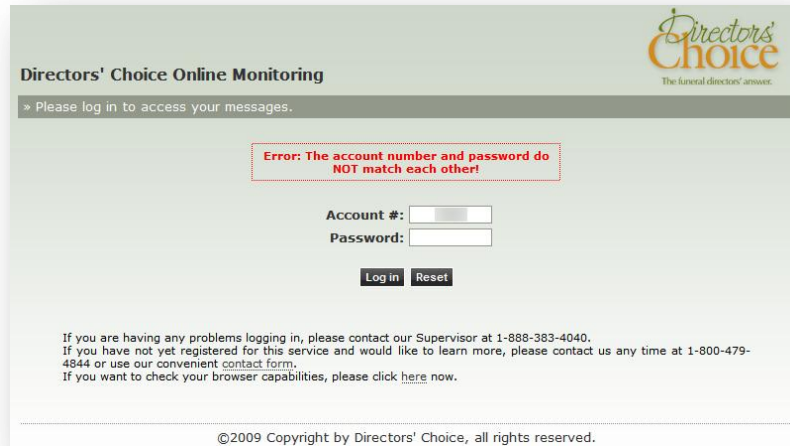


The screenshot shows the dashboard after a successful login. At the top right, there are links for "[Logout]" and "[Control Panel]". The logo "Directors' Choice" is present. Below the logo, there is a navigation bar with "Today | Yesterday | Search". The main content area is titled "Message(s) from Today [2009-08-14]". It contains a table with the following data:

Status	Msg. Ref. #	Caller Name	Call Reason	DateTime	Delivery
	313	[redacted]	Routine	2009-08-14 12:23:26 PM	
	313	[redacted]	Routine	2009-08-14 12:12:25 PM	

Below the table, it says "[Page: 1/1]". The footer contains the copyright notice: "©2009 Copyright by Directors' Choice, all rights reserved."

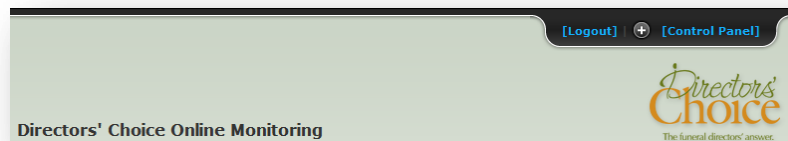
5. If you receive the following message after pressing the “Log in” button, it is most likely due to a typing error or the access is no longer working. Please try your password again or contact our supervisor at 1-888-383-4040.



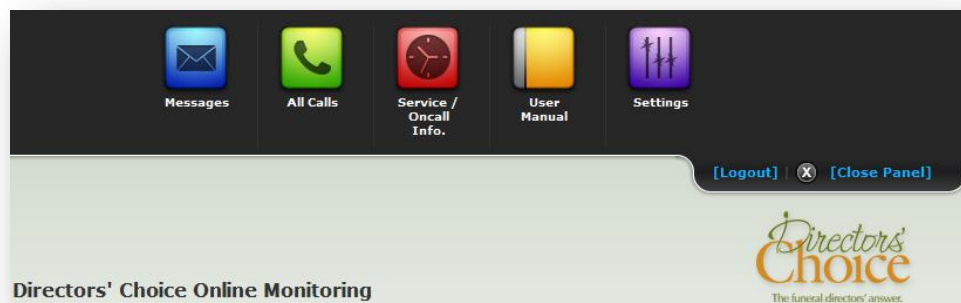
The screenshot shows the login interface for Directors' Choice Online Monitoring. At the top right is the logo with the tagline "The funeral directors' answer." Below the header, a message says "» Please log in to access your messages." A red-bordered box contains the error: "Error: The account number and password do NOT match each other!". Below this are input fields for "Account #:" and "Password:", followed by "Log in" and "Reset" buttons. A paragraph of text provides contact information for login issues. At the bottom, a copyright notice states "©2009 Copyright by Directors' Choice, all rights reserved."

## Using Control Panel

This is a new feature of **Online Monitoring**. Through the Control Panel, you can easily switch between tasks. To access the Control Panel, simply click on “[Control Panel]” in the top banner:



Once you click it, you should see the Control Panel slide down to display:



You simply choose from the five available options:

1. **“Messages”**: Browse your calls which have messages associated with them.
2. **“All Calls”**: Browse all your calls (including wrong numbers, etc.).
3. **“Service/On-Call Info”**: Update your services and on-call information (if you currently do either of these functions online).
4. **“User Manual”**: Access this manual.
5. **“Settings”**: Change your system settings

## Browsing Messages









To browse your messages, log in to **Online Monitoring** and click on “Messages” from the Control Panel. The system will bring you to the message-list screen. By default, the system shows all your messages from the current day. You can change the message list by clicking on “Today”, “Yesterday” or “Search” on the right-hand side of the screen.

Today | Yesterday | Search

If you use “Search”, you will be able to access 14 days of messages. After 14 days, the system will automatically delete them.

On each message-list screen, the recordings will list in a tabular fashion.

- **“Status”** column shows whether the message has been accessed [Read/Unread].
- **“Msg. Ref. #”** column shows the message’s unique identification.
- **“Caller Name”** column shows the caller’s name.
- **“Call Reason”** column shows the reason for the message. Based on the priority of the message, each call reason will be color-coded (**yellow** for urgent or **blue** for non-urgent).
- **“Date Time”** column shows when the message was **kept** (based on your time zone).
- **“Delivery”** column shows whether or not the message has been delivered.

Status	Msg. Ref.#	Caller Name	Call Reason	DateTime	Delivery
	3130000006	N/A	* First Call/Removal	2009-08-11 11:56:27 PM	
	3130000005	Laura	* First Call/Removal	2009-08-11 11:48:12 PM	
	3130000004	Clayton	Concerns/Questions	2009-08-11 08:44:30 PM	
	3130000002	Clayton	* First Call/Removal	2009-08-11 05:39:00 PM	

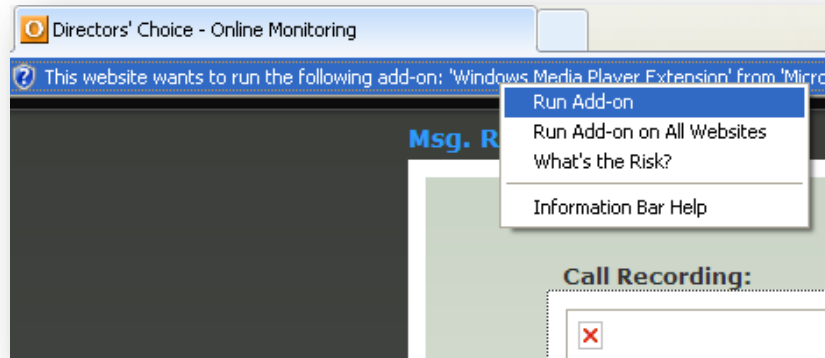
[Page: 1/1]

**Please note:** The message-list table is sort-enabled. If you want to sort the list by “Call Reason”, simply click on the “Call Reason” column header. A “\*” on the header indicates the list is sorted by “Call Reason”. If you click the same header again, the table will sort on the same column, but in the opposite direction. By default, the message list is sorted by “Date Time”. The latest message will show at the top.

If you would like to view a particular message, just click on it. The system will then bring you to the following box:

The screenshot displays a web application window titled "Directors' Choice Online Monitoring". At the top, there is a header bar with "Msg. Ref. #31" and a "CLOSE X" button. Below the header, there are two buttons: "Mark as Unread" and "Delete Message". The main content area is divided into two sections. The first section, "Call Recording:", contains a media player interface with a play button, a progress bar, and a volume control icon. The second section, "Message Information:", contains a form with the following fields: "Call Reason: \* First Call/Removal", "For:", "Caller's Name:", "Caller's Phone:", "(If applicable) Name of deceased:", "Funeral Home Name:", "FH Phone:", "Name of Deceased:", "Gender:", "Location Type:", "Address:", "Where deceased is to be taken:", "Inglewood Mortuary:", "Dr.'s Name:", "S.S.#:", and "Other Information:". The form fields are represented by text boxes, some of which are filled with placeholder text.

**Please note:** When you visit this page for the first time, you may receive a warning message from your browser that looks similar to the following screen:



Simply click on the top banner where it says, “This website wants to run the following add-on: ‘Windows...’”, then click on “Run Add-on on All Websites” or “Run ActiveX Control” from the options. The following screen should appear:



Click on the “Run” button from the pop-up dialog window; your browser will then re-load the page immediately. This process will only be required the first time you visit this page.

Once you get into this screen, by default, the system will automatically mark this message as “Read”. If you want to mark it as “Unread” again, click on the “Mark as Unread” button. You can also mark the recording as “Read” again. If you do not want this message to be shown on any list again, you can simply click on the “Delete Message” button. If you change your mind, click on “Undelete Message” before you leave this detailed box.

Once you close this message box (by clicking on “Close X” in the upper right-hand corner), this recording may no longer be accessed. If you want to share this recording with someone, right click on “[Right click here, save as...]” and save the recording as a WMA file anywhere you wish.

You can click on the Media®Player’s “Play” button to listen to the recording and on the “Volume Bar” to adjust the volume level. “Fast Rewind” and “Fast Forward” buttons are also available, and if you want to return to the previous message list, simply click on “Close X” in the upper right-hand corner.

**Please note:** Your Web browser’s own “Back” button may not function properly in some applications. If you would like to retrieve recordings during a particular period, you can click on “Search” and the system will then bring you to the following screen:

The screenshot shows the 'Directors' Choice Online Monitoring' web interface. At the top right is the logo 'Directors' Choice' with the tagline 'The funeral directors' answer.' Below the header, there is a navigation bar with '[2000] DIRECTORS' CHOICE' and links for 'Today | Yesterday | Search'. A 'Search Calls' button is located on the left. The main area contains 'Start Date:' and 'End Date:' fields, both set to '2009-8-11' and '2009-8-14' respectively, with calendar icons. Below these is a calendar for August 2009, with the 14th highlighted. A red note states: 'Note: Only recordings from the past 14 days are available.' At the bottom, a copyright notice reads: '©2009 Copyright by Directors' Choice, all rights reserved.'

You can then specify a date range and press “Search”.

**Please note:** Directors’ Choice only keeps messages for **14 days**.

## Browsing Calls

To browse all recorded calls, log in to **Online Monitoring** and click on “All Calls” from the Control Panel. The system will bring you to the calls-list screen. By default, the system shows all the calls from the current day. You can change the recording list by clicking on “Today”, “Yesterday” or “Search” on the right-hand side of the screen.








Today | Yesterday | Search



If you use “Search”, you will be able to access 14 days of messages. After 14 days, the system will automatically delete them.

On each call-list screen, the recordings will appear in a tabular fashion.

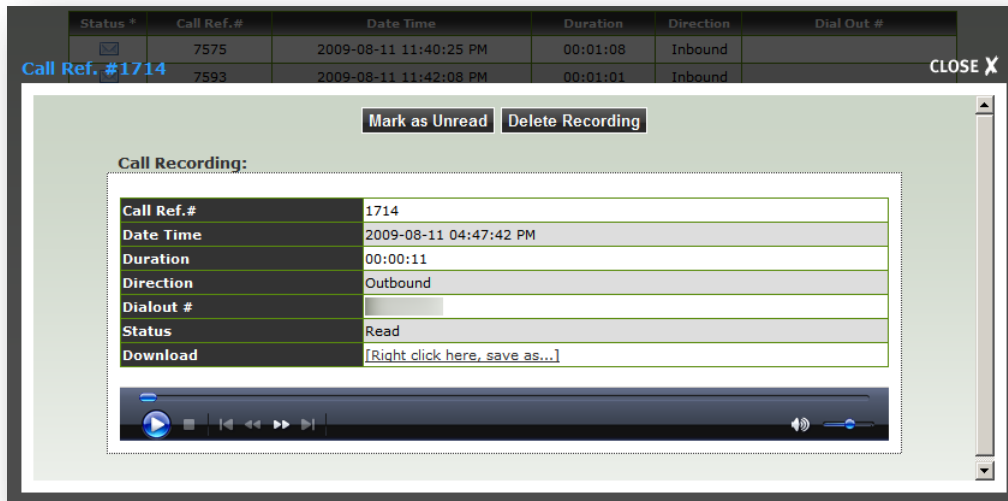
- **“Status”** column shows whether the recording has been accessed [Read/Unread].
- **“Call Ref #”** column shows the call’s unique identification.
- **“Data Time”** column shows when the call has been **kept** (based on your time zone).
- **“Duration”** column shows the length of the call. As a general rule, a longer call will likely be a first call.
- **“Direction”** column shows whether the recording is an incoming, outbound or patch call.
- **“Dial Out #”** column shows the number our agent called.

Status *	Call Ref.#	Date Time	Duration	Direction	Dial Out #
	7575	2009-08-11 11:40:25 PM	00:01:08	Inbound	
	7593	2009-08-11 11:42:08 PM	00:01:01	Inbound	
	1714	2009-08-11 04:47:42 PM	00:00:11	Outbound	
	6332	2009-08-11 09:47:40 PM	00:01:56	Inbound	
	6332	2009-08-11 09:50:03 PM	00:04:24	Patch	
	7129	2009-08-11 10:56:21 PM	00:00:17	Inbound	
	7534	2009-08-11 11:35:50 PM	00:03:45	Inbound	

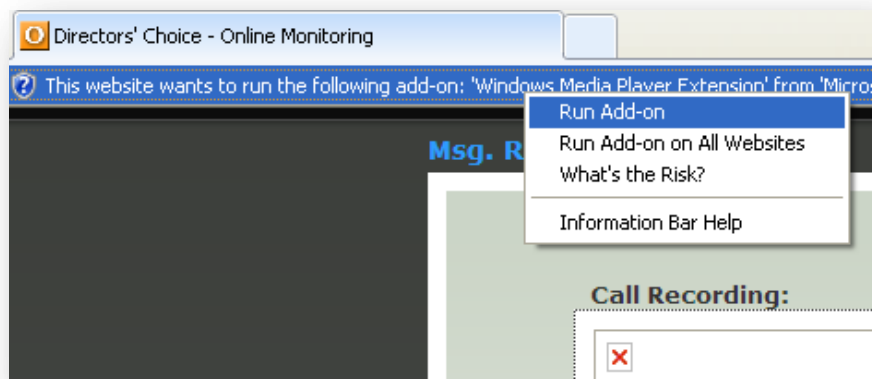
[Page: 4/4]

**Please note:** This call-list table is sort-enabled. If you want to sort the list by “Duration”, simply click on the “Duration” column header. A “\*” on the header indicates the list is sorted by “Duration”. If you click the same header again, the table will sort on the same column, but in the opposite direction. By default, the list is sorted by “Date Time”. The latest call will show at the top.

If you would like to listen to a particular call, just click on it. The system will then bring you to the following box:



**Please note:** When you visit this page for the first time, you may receive a warning message from your browser that looks similar to the following screen:



Simply click on the top banner where it says "This website wants to run the following add-on: 'Windows...', then click on "Run Add-on on All Websites" or "Run ActiveX Control" from the options. The following screen should appear:



Click on the “Run” button from the pop-up dialog window; your browser will then re-load the page immediately. This process will only be required the first time you visit this page.

Once you get into this screen, by default, the system will automatically mark this call recording as “Read”. If you want to mark it as “Unread” again, click on the “Mark as Unread” button. You can also mark the call recording as “Read” again. If you do not want this call to be shown on any list again, you can simply click on the “Delete Recording” button. If you change your mind, click on “Undelete Recording” before you leave this detailed box. Once you close this call box (by clicking on “Close X” in the upper right-hand corner), this call recording may no longer be accessed.

If you want to share this recording with someone, right click on “[Right click here, save as...]” and save the recording as a WMA file anywhere you wish. You can click on the Media@Player’s “Play” button to listen to the recording and on the “Volume Bar” to adjust the volume level.

“Fast Rewind” and “Fast Forward” buttons are also available, and if you want to get back the previous recording list, simply click on “Close X” on the upper right-hand corner.

**Please note:** Your Web browser’s own “Back” button may not function properly in some applications. If you would like to retrieve recordings during a particular period, you can click on “Search” and the system will then bring you to the following screen:



Directors' Choice Online Monitoring

[2000] DIRECTORS' CHOICE Today | Yesterday | Search

Search Calls

Start Date: 2009-8-11

End Date: 2009-8-14

Note: Only recordings from the past 14 days are available.

©2009 Copyright by Directors' Choice, all rights reserved.

You can then specify a date range and press “Search”.

**Please note:** Directors' Choice only keeps recordings for **14 days**.

## Update Your On-Call and Service Information

If you were previously going to one of the following Web sites to update your service and on-call information,

<http://www.dchoice.com/902/>

<http://sci.dailydata.info/>

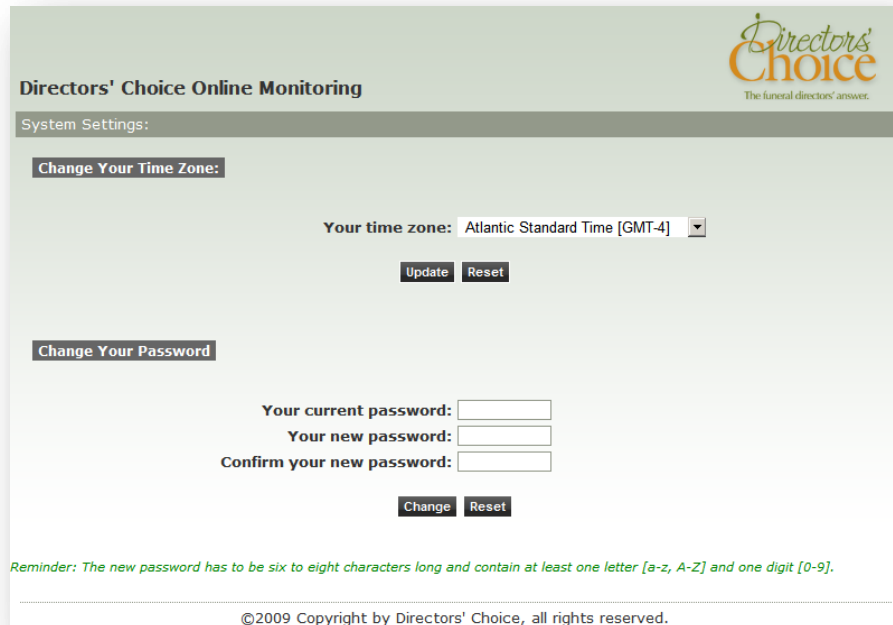
you can now access your information through **Online Monitoring**.

Click on the “Service/On-Call Info” button from the Control Panel. The system will log you in automatically.

**Please note:** You may continue to use the “old” way to update your on-call and service information if you prefer.

## Changing Time Zone and Password

You may change your time zone and password at any time. In order to make a change, log in to **Online Monitoring** and then click on “Settings” from the Control Panel. The following screen will appear:



**Directors' Choice Online Monitoring**

System Settings:

**Change Your Time Zone:**

Your time zone: Atlantic Standard Time [GMT-4] ▼

Update Reset

**Change Your Password**

Your current password:

Your new password:

Confirm your new password:

Change Reset

*Reminder: The new password has to be six to eight characters long and contain at least one letter [a-z, A-Z] and one digit [0-9].*

©2009 Copyright by Directors' Choice, all rights reserved.

All the display times in **Online Monitoring** are according to the specific time zone in which you live. To change this setting, simply select a standard time from the drop-down box and press the “Update” button.

You can change your password by filling in the current password, your new password twice and then pressing the “Change” button.

**Please note:** Your new password must to be six to eight characters long and contain at least one letter [a-z, A-Z] and one digit [0-9]. The password is also case sensitive (e.g. “D” and “d” are different). If everything is matched, the system will log you out automatically. Please be sure to use your new password to log in again.

## Log out

For your own security, please log out from **Online Monitoring** by clicking on “[Logout]” from the top banner, or close your Web browser completely (all the windows and tabs) when you are finished. The system will automatically log out after 30 minutes of idle time.

If you require assistance or clarification at any time, please contact us at 800-479-4844 or [askus@dchoice.com](mailto:askus@dchoice.com)

Thank you for choosing Directors' Choice. We appreciate the opportunity to serve you.